GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA

STARRED QUESTION NO:157
ANSWERED ON:04.05.2016
Telephone Services in Rural Areas
Laguri Smt. Sakuntala

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether landline telephones in rural, hilly and tribal areas remain out of order for days together;

(b) if so, the details thereof;

(c) the extent to which the quality parameters laid down have been met;

(d) the remedial steps taken by the Government in this regard; and

(e) the action taken by the Government to improve services?

Answer

THE MINISTER OF COMMUNICATIONS AND INFORMATION TECHNOLOGY
(SHRI RAVI SHANKAR PRASAD)

(a) to (e) A Statement is laid on the Table of the House.

STATEMENT TO BE LAID ON THE TABLE OF THE LOK SABHA IN RESPECT OF PARTS (a) TO (e) OF LOK SABHA STARRED QUESTION NO. 157 FOR 4th MAY, 2016 REGARDING "TELEPHONE SERVICES IN RURAL AREAS".

(a) & (b) No Madam. However, there may be some delay in maintenance of landline telephones in rural, hilly and tribal areas due to various reasons like damage of cable by external agencies, difficult terrain and security issues.

(c) Telecom Regulatory Authority of India (TRAI) has been monitoring the performance of service providers against the quality of service benchmarks laid down by the Authority through Quality of Service Regulations. For assessing the performance of basic service providers (wireline), following parameters have been evolved by TRAI:

(i) Fault incidences per 100 subscriber/month (benchmark <7)
(ii) % fault repaired by next working day for urban areas (benchmark >85%)
(iii) % fault repaired within 5 working days for urban areas (benchmark 100%)
(iv) % Fault Repair by next working day for rural and hilly areas (benchmark >75%)
(v) % Fault repaired within 7 days (for rural and hilly areas) working (benchmark 100%)

As per Performance Monitoring Reports (PMR) of TRAI for the quarter ending on December 2015, all service providers are meeting the benchmark in rural, hilly and tribal areas. The above performance by service providers is for the service area as a whole, averaged over a quarter.

(d) & (e) TRAI has been holding regular interactions with service providers for further improving Quality of Service. TRAI has also engaged independent agencies for auditing and assessing the quality of service and surveys are being done regularly through independent agencies to assess the customer perception of service. The results of the audit and assessment of quality of service and surveys are published for the information of stakeholders, which also force the service providers to improve the quality of service. Wherever the quality of service benchmarks are not met, TRAI has also been imposing financial disincentives on service providers for failure to comply with the benchmarks in accordance with the provisions of the regulations.

******